



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

DATE:14/11/2023

REQUEST FOR PROPOSAL: No. RFP/YEMSA/SUP/2023/003
FOR THE ESTABLISHMENT OF FRAME AGREEMENTS FOR THE PROVISION OF
CUSTOMS CLEARANCE, HANDLING, AND FORWARDING SERVICES OF IMPORT AND
EXPORT CARGO FOR UNHCR YEMEN OPERATION

CLOSING DATE AND TIME: Sunday 10/12/2023 – 23:00 hrs (11:59 pm) Yemen Local Time

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and coordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 20,739 people in more than 135 countries continues to help about 50 million Persons. To help protect some of the world's most vulnerable people in so many places and types of environments, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate, and operations, please see <http://www.unhcr.org>.

UNHCR, with its Branch Office Sana'a, and offices in Aden, Hudaydah, Sa'ada, Ibb and Marib has an international mandate to provide international protection and to seek solutions for persons of concern, including refugees and asylum seekers in Yemen. In addition, the Office assumes the lead responsibility for protection, emergency shelter, and camp coordination and management for internally displaced persons in Yemen. The work of the Office is entirely non-political, and UNHCR engages in partnerships with non-profit organizations and entities that are committed to UNHCR's core values, including professionalism, integrity and respect for diversity and its commitment to persons of concern.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR) in Yemen, invites qualified suppliers, and service providers to make a firm offer to establish a Frame Agreement for the provision of **PROVISION CUSTOMS CLEARANCE, HANDLING, AND FORWARDING SERVICES OF IMPORT AND EXPORT CARGO FOR UNHCR YEMEN OPERATIONS**.

IMPORTANT:

The Terms of Reference (TORS) are detailed in Annex-A of this document.

UNHCR may award Frame Agreement with an initial duration of **2 (two) years**, potentially extendable for a further period of **1 (one) year**. The successful bidders will be requested to maintain their quoted price model for the duration of the envisaged agreement.

The estimated annual requirement of UNHCR is as shown in the following table.

#	Shipment Mode	Items	Number of Containers	Container Size
1	Sea	Core Relief Items	100	40 MT
2	Sea	Core Relief Items	15	20 MT
3	Air	Medicine	2 X shipments (Above 1000 kg)	
4	Sea	Medicine	2	10 MT
5	Sea	Medicine	2	20 MT
6	Sea	Medicine	4	40 MT
7	Sea	Armored Vehicles	2	40 MT
8	Air	ICT Equipment	4 X Shipments (Above 1000 Kg)	
9	Sea	Generators	4	40MT

Please note that figures have been stated to enable bidders to have an indication of the requirements. It does not represent a commitment that UNHCR will purchase a minimum quantity of goods/services. Quantities may vary and will depend on the actual requirements and funds available regulated by the issuance of individual Purchase Orders against the Frame Agreement.

Other United Nations Agencies, Funds, and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

IMPORTANT:

When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days' notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 19**, "settlement of disputes" of the UNHCR General Conditions of Contracts for the provision of Goods and Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please carefully note Article 5 of the attached General Terms and Conditions (Annex E).

Note: this document is not construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

The following annexes form an integral part of this Request for Proposal:

Annex A: Terms of Reference (ToR)

Annex B: Technical Form.

Annex C.1: Financial Offer Form (Sea/Land Cargo Services)

Annex C.2: Financial Offer Form (Air Cargo Services)

Annex D: Vendor Registration Form

Annex E: UNHCR General Conditions of Contracts for the Provision of Services – 2018

Annex F: UN Supplier Code of Conduct

Annex G: E-tender box Supplier User Manual

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to yemsasu@unhcr.org as to:

- Your confirmation of receipt of this RFP.
- Whether or not you will be submitting a bid.

IMPORTANT NOTE FOR TENDER SUBMISSION:

Submission of both technical and financial offers should be submitted via E-tenderbox <http://etenderbox.unhcr.org>; please carefully read the E-tenderBox user manual attached as Annex-G for submission of your **technical and financial proposals – Offers** submitted in any other manner will be disqualified.

2.3 REQUESTS FOR CLARIFICATION

Bidders must submit any request for clarification or any question regarding this RFP by sending an e-mail to yemsasu@unhcr.org.

The deadline for receipt of questions is 23:59 hrs Yemen local time on 26/11/2023. Bidders are requested to keep all questions concise. Within days after the deadline for receipt of questions, all questions asked by bidders and their answers will be sent to all those email IDs from where questions will be received as well, and these will be uploaded on the same UNGM link where the tender documents are made available.

IMPORTANT:

Please note that Bid Submissions should NOT be sent to the e-mail address above. Bid Submissions sent directly to the e-mail address above will disqualify the offer.

2.3.1 Pre-bid Conference

UNHCR will compile the questions received. UNHCR may, at its discretion, respond to these at the supplier. Pre-bid tender conference at once. A Questions and answers session will be organized, and all questions raised will be compiled and brought forward in the pre-bid conference for further clarification.

UNHCR will organize a supplier pre-bid conference at the Branch Office in Sanaa, Yemen (Algeria Street), on **21/11/2023 from 10:00 pm to 12:00 am**. A maximum of two representatives per company is allowed. Names and contact details of the company's representatives must be provided, at least two working days in advance, by e-mail to yemsasu@unhcr.org; in the email subject, put the following: **RFP/YEMSA/SUP/2023/003**

Participation in the pre-tender conference shall be at the bidders' own expense. There will be no reimbursement from UNHCR. Participation in the pre-tender conference is strongly recommended, given the complexity of the requirements. All your questions and issues will be clarified and answered in the meeting.

2.4 YOUR OFFER

IMPORTANT:

Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process before final notice of award of a contract.

Your offer shall be prepared in English.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may not be taken into consideration.

IMPORTANT:

Including before your offer, any correspondence sent directly to the attention of the responsible buyer or any UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly through the e-tendering box: <http://etenderbox.unhcr.org>.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

2.4.1 Content of the TECHNICAL OFFER
IMPORTANT:

No pricing information should be included in the technical offer. Failure to comply may risk disqualification. The technical offer should contain all the information required.

The Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex A**. Clearly state and disclose any discrepancies with the specifications.

To be considered, your technical offer should be concisely presented as per **Annex B**.

Technical Evaluation:

The technical evaluation will be performed according to below criteria:

Eligibility Criteria (Pass/Fail)		Pass/Fail
Company registration: valid business registration documents presented	Valid business registration certificate in the field of provision of Customs Clearance, Forwarding, and/or related services from local authorities in Yemen.	

1. Supplier Technical Evaluation Information/Requirement Table

1. Core Business: The following documentation are required to evaluate the core business component. Score Weight (36%)		Score Weight (Breakdown)
1	Company profile: provided company profile in the area of customs clearance and freight forwarding services. Provided the profile in custom clearance and forwarding service (6 scores); if not (Zero)	6
2	Work Experience: Past or Current similar contracts, purchase order, and work orders in the same field with commercial, UN, NGOs, and/or any entity Less than one-year Contracts/POs/WOs (zero score) From 1 to under 3 years Contracts/POs/WOs (5 score) From 3 to under 5 years Contracts/POs/WOs (10 scores) From 5 to under 7 years Contracts/POs/WOs (15 scores) 7 years and more (20 scores)	20
3	Duration of the registration document Less than one year (zero score) From 1 to under 3 years (3 scores) From 3 to under 5 years (5 scores) From 5 to under 7 years (7 scores) From 7 years and more (10 scores)	10
Total		36%

2. Staffing Capacity: The following documents are required to evaluate the Staffing and Capacity component. Score Weight (19%)		Score Weight (Breakdown)
1	experience of the management team and staff members (Please provide CVs for the proposed account manager and his/her backup demonstrating experience in the customs clearance and forwarding service). Less than one year (zero score) From 1 to under 3 years CVs (3 scores) From 3 to under 5 CVs (5 scores) 5 years and more (7 scores)	10
2	Organizational Chart of the establishment & Management structure Provided (3 scores), if not (Zero)	3
3	Staff Accessibility to Yemeni ports border land customs points: you must attach a copy of the access ID/Letter to any named border. Proven an access permit to one location/port (2 scores) Proven an access permit to two locations/ports (3 scores) Proven access permit to three and above locations/ports (5 scores)	6
Total		19%

4. General: The following documents are required to evaluate the general component. (Sign/Stamp on each page of the below documents) Score Weight (5%)		Score Weight (Breakdown)
1	Compliance with the Terms of Reference provided herein. Signed and/or stamped each page of the Annex A Terms of Reference (ToR) If signed/stamped (2 scores); if not (zero scores)	2
2	Acceptance, completion, and return of UNHCR Documents and Forms, i.e. Annex E: Vendor Registration Form or provided registration ID (1 score) Annex F: UN Supplier Code of Conduct (1 score) Annex D: UNHCR General Conditions of Contract (1 score)	3
Total		5%

VI. Mark Distribution: The technical evaluation criteria will form 60% of the total marks obtainable and will be distributed in accordance with the below breakdown:

Component	Percentage (60%)
Core Business	36%
Staffing Capacity	19%
General	5%

Vendor Registration Form: If your company is not registered with UNHCR, you should complete, sign, and submit the Vendor Registration Form (Annex C) with your technical proposal.

If your company is registered with UNHCR, please submit an empty stamped Vendor Registration Form indicating your UNHCR Vendor ID.

UNHCR General Conditions for Provision of Services: Your technical offer should contain your acknowledgment of the UNHCR General Conditions for Provision of Services by signing **Annex D**.

UN Supplier Code of Conduct: Your technical offer should contain your acknowledgment of the UN Supplier Code of Conduct by signing **Annex F**.

However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Services.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in USD (\$) Dollar currency.

The Financial proposal shall comprise Annex C.1/C.2 (Financial Proposal Form) – duly completed schedule of fees.

The financial offer must cover all the services in all locations mentioned in Annex C.1/C.2

The Financial Offer is to be submitted as per the Financial Offer Form (**Annex C.1/C.2**). Bids that have a different price structure may not be accepted.

You are requested to hold your offer valid for **90** days from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and negotiating a contract, including any related travel, is not reimbursable, nor can it be included as a direct cost of the assignment. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of the contractor's invoice and delivery of the goods to the and/or acceptance of the services by UNHCR.

2.5 BID EVALUATION:

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or ongoing proposals will not be considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

2.5.1 Supplier Registration:

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors, such as:

- Financial standing.
- Core business.
- Track record.
- Contract capacity.

Failure to provide the abovementioned documentation might lead to disqualification.

2.5.2 Technical and Financial Evaluation:

For the award of this project, UNHCR has established evaluation criteria that govern the selection of offers received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The Technical offer will be evaluated using the following criteria and a percentage distribution of 60% of the total score. Bidders must have a minimum technical threshold **of 36% points** for the technical proposal in order to be considered further for financial evaluation.

The technical evaluation will be done separately by each product group using the technical evaluation criteria below to ensure each company's capacity and capability to undertake inspections of each product group.

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

The cut-off points for submissions to be considered technically compliant will be **36%**.

Clarifications of Proposals:

To assist in the examination, evaluation, and comparison of proposals, UNHCR may, at its discretion, ask the Bidder for clarification about the proposal's content. The request for clarification and the response shall be in writing, and no change in price or substance of the proposal shall be sought, offered, or accepted.

The **Financial offer** will use the following percentage distribution: **40%** of the total score.

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

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The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price, e.g., [total Price Component] x [US\$ lowest] \ [US\$ other] = points for other supplier's Price Component. Offers are to be made in US \$ only.

2.6 SUBMISSION OF BID:

Submission of both technical and financial offers should be submitted via E-tenderbox <http://etenderbox.unhcr.org>. Please carefully read the e-TenderBox user manual attached as Annex-F for submission of your **technical and financial proposals – Offers** submitted in any other manner will be disqualified.

The deadline for Technical and financial proposal submission through the e-tender box will be on **10/12/2023 – 23:59 hrs. Yemen Local time**

The proposals must bear your official letterhead, clearly identifying your company name.

Bids should be submitted by file and uploaded to e-TenderBox, UNHCR's online bid registration tool. The e-TenderBox can be accessed via the following URL:

<http://etenderbox.unhcr.org>

To use e-TenderBox, registration on the website is required. This registration is exclusively for e-TenderBox and does not replace any other registration with UNHCR.

A supplier should have only one registered email account in the system. The supplier must use only that e-TenderBox account to manage its offers to UNHCR.

If the password is forgotten that account cannot be used anymore, and new registration is required. The e-TenderBox Registration Guide and Use Manual are available at the above URL and provided as annexes to this RFP.

The Supplier can amend uploaded files while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked. Therefore, this button must be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully, even if the deadline expires

during the file upload. It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline.

Once the deadline for submission is expired, the bid will be automatically closed, after which the uploaded files can be reviewed. Still, options for additional upload and deletion of previously uploaded files are not available anymore. In order to ensure the safe submission of the total and final offer, it is recommended to have all files uploaded well before the tender deadline.

Deadline for submission: 10/12/2023 – 23:59 hrs. Yemen Local time

IMPORTANT:

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

2.7 BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your bid or allow split or partial awards on this project.

UNHCR may at its discretion, increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder to finalize the Purchase Orders for Services.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The deadline extension may accompany modifying the solicitation documents prepared by UNHCR at its initiative or in response to a clarification requested by a prospective supplier.

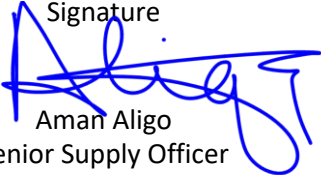
Please note that UNHCR is not bound to select any of the firms' submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy, efficiency, and best value for money.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of USD (\$) offer. Payment will be made in accordance with the General Conditions for the Provision of Goods and Services and in the currency in which the PO is issued. Payments shall only be initiated after the UNHCR business owner confirms successful completion.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND SERVICES

Please note that the General Conditions of Contracts (**Annex D**) will be strictly adhered to for any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

Signature

Aman Aligo
Senior Supply Officer
UNHCR Yemen